

Library Technologies Development Manager

REQ221580

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

Department summary

<http://www.lboro.ac.uk/services/library/about/>

Job Description

Job Grade: Management and Specialist, Grade 6

Job Purpose

To align Library technologies with business processes to support and enhance Library service delivery. This involves managing the Library's digital environment, including implementing and enhancing new and/or existing technologies, systems and tools, as well as working with a range of stakeholders (internal and external) to develop and deliver digital services to support and improve the user experience.

Job Duties

Digital Services

- To manage and develop the provision of current and future Library technologies including, but not limited to, the Library management and discovery systems (currently Koha/Primo/Vufind), reading list system, RFID service and Library website.
- To participate in the identification, evaluation, procurement and implementation of tools and technologies
- To help ensure that Library technologies are compliant with national legislation e.g. accessibility requirements
- To problem-solve system issues and provide a timely response to colleagues and user communities
- To plan, manage and carry out testing and implementation of system and software updates and enhancements, working with IT Services and system users.
- To contribute to and support, where appropriate, existing and potential integrations between Library and institutional systems, working with IT Services and system users.
- To contribute to and support the alignment of Library technologies and business process to ensure these meet the needs of Library staff and users.
- To provide training and training materials for Library colleagues on the use of Library systems, in one-to-one support or small groups
- To provide documentation for the use of and processes related to Library technologies
- To monitor and record performance of Library technologies
- To take a human-centred approach to service design and delivery participating in user testing to gain an understanding of the use of our technologies
- Collaborate positively across the University, with professional service and academic colleagues on shared projects and goals
- To contribute to the development and implementation of the Library's technological ambitions

Project Management

- To manage and/or support projects related to system change, development and improvement appropriate to job role and external stakeholder involvement.
- To be a point of contact with colleagues in IT Services on joint projects relating to Library technologies

- To participate in and contribute to wider project activity that involves Library technologies

Relationship and connections

- Collaborate positively across the University with professional service and academic colleagues to develop digital services for our user communities
- Develop and manage strong working relationships with IT Services, third party suppliers and other external stakeholders to log issues and improve services
- To be a point of contact with IT Services, university staff and suppliers concerning issues related to library technologies
- To work with colleagues across the University working with other institutional digital systems and services
- Develop and maintain strong peer networks across higher education and other sectors to inform service development and enhance collaborative initiatives.

General

- To maintain awareness of developments and effective practice in relation to libraries and the library technologies environment
- To undertake continuing professional development.
- To ensure compliance with relevant University policies and procedures.
- To undertake any other duties which may reasonably be required by the Librarian, that are commensurate with the nature and grade of the post.

Points To Note

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed. This role may require occasionally working outside normal office hours, e.g. to support events.

Special Conditions

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

Organisational Responsibility

Reports to the Deputy Director of Library Services

Person Specification

Your application will be reviewed with respect to meeting the essential and desirable criteria listed below. Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

Essential Criteria

| Area | Criteria | Stage |
|--|--|--|
| Experience | Experience of working with Library technologies, Library management systems and Library discovery systems | 1,3 |
| | Experience of system development e.g. migration or upgrade | 1,3 |
| | Experience of developing service provision for the benefit of user communities | 1,3 |
| | Experience of working on projects/project planning | 1,3 |
| | Experience of supporting system change | 1,3 |
| | Evidence of developing successful relationships and connections | 1,3 |
| | Proven experience of collaborative working to maintain high standards of service delivery | 1,3 |
| Skills and abilities | Technical knowledge of Library IT systems | 1,3 |
| | Knowledge of system integrations | 1,3 |
| | Knowledge of SaaS procurement | 1 |
| | Evidence of strong team working skills and the ability to work, collaboratively across the Library, the institution and beyond | 1,3 |
| | Ability to review and prioritise services and processes | 1,3 |
| | Flexibility and the ability to efficiently handle and monitor varied workload and meet deadlines | 1,3 |
| | Show a flexible, enthusiastic and positive attitude | 1,3 |
| | Excellent interpersonal skills | 1,3 |
| | Excellent negotiation and influencing skills | 1,3 |
| | Excellent organisational, oral and written communication skills | 1,3 |
| | Knowledge of emerging trends in the library technologies landscape | 1,3 |
| | Knowledge of problem-solving, analysis and fault-diagnosis | 1,3 |
| | Training | Demonstrate evidence of having undertaken further training |
| Commitment to learning and developing new skills | | 1,3 |
| Qualifications | Degree or equivalent | 1 |
| Equality and Diversity | A commitment to equality and diversity with the ability to role model, adhere to and advocate the University's E&D policy | 1,3 |
| Other | Willingness to adhere to and support the University values | 1,3 |

Desirable Criteria

| Area | Criteria | Stage |
|----------------------|---|-------|
| Experience | Experience of working in support of cross-institutional projects | 1,3 |
| | Experience of working with Open-Source solutions | 1 |
| | Experience of working with current Loughborough Library systems (e.g. Koha, Vufind, LibCal) | 1,3 |
| Skills and abilities | Knowledge of authentication, metadata including standards | 1,3 |
| | Knowledge of archiving and preserving digital content | 1 |
| | Knowledge and understanding of the Higher Education environment | 1,3 |
| Qualifications | Relevant professional qualifications | 1 |
| | Project management qualifications | 1 |

Conditions of Service

The position is full time and open ended. Requests for Job-share and part time working may be considered in exceptional circumstances. Salary will be on Management and Specialist Grade 6, (£32,348-£42,155) per annum, at a starting salary to be confirmed on offer of appointment.

The appointment will be subject to the University's normal Terms and Conditions of Employment for Academic and Related staff/Operational and Administrative staff, details of which can be found [here](#).

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available at <http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html>

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>)

In addition, the University is supportive, wherever possible, of flexible working arrangements. We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>